

## ABSTRACT OF THE DISCLOSURE

### MANAGING ANALYSIS OF A DEGRADED SERVICE IN A GRID ENVIRONMENT

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A method, system, and program managing analysis of a degraded service in a grid environment are provided. In a grid environment of multiple diverse systems, a service availability management agent is enabled to receive multiple types of error messages generated from the multiple diverse systems within the grid environment. Each error message is parsed to  
10 determine a general error indicator. Then, the service availability management agent attempts to resolve the general error indicator and return a solution to each parsed error message. Solutions may include an adjustment of resource usage by a particular service, an explanation of a particular error message, or a recommendation of alternate resources. The service availability management agent preferably specifies the transmission of the solution in a format specified for  
15 the requester system.